CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION

CRIME ANALYST
POLICE DEPARTMENT

GENERAL STATEMENT OF DUTIES

Performs analytical and technical work in support of activities in the Police Department, including the research and analysis of police data and the identification of suspects and criminal activity. Employee reports to a division manager.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class is responsible for processing information requests from departmental personnel by using manual and automated indexes, in-house files, and resource files. Work is characterized by its emphasis on maintaining statistical analyses and reports related to crimes committed in the City for the Department or Division. Employee processes information using a variety of computer-driven word processing, spreadsheet, mapping and file maintenance programs. Employee must exercise independent judgment, discretion, and initiative in completing requests and assignments. Work is performed under general supervision of a division manager and is evaluated through observation, conferences and review of work performed.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Prepares, indexes, enters, compiles, and tabulates data for maintenance of files and processes routine and special requests for data in various formats.

Prepares summaries, reports, and map documents using various microcomputer software applications.

Prepares summaries and reports using various microcomputer software and Geographic Information Systems (GIS).

Reviews and evaluates information and sources to assure the most accurate information is provided to users.

Coordinates information processing and analytical activities with other records, information or Information Services staff, as necessary, to accomplish specific work assignments and ensure consistency.

Provides GIS database development, update, and maintenance support for the Emergency Notification System (ENS).

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Compiles data from incident and offense reports, citations and arrest sheets to generate various reports including, but not limited to, the following: Uniform Crime Report statistics and crime analysis reports.

Monitors data to identify problems and recommends improvements in tactical methods and procedures relative to crime analysis.

Communicates crime trend analysis information in a useful format to those responsible for crime enforcement and prevention.

Types material from typed or handwritten copy to prepare correspondence, reports, manuscripts, schedules, news releases, forms, logs, etc., which requires use of a variety of complicated formats; assumes responsibility for accuracy of spelling, punctuation, format and grammar.

Utilizes computerized data entry equipment and various word processing, spreadsheet, file maintenance, and/or database programs to enter, store and/or retrieve information as requested or otherwise necessary.

Trains and supervises the activities of volunteers.

Maintains contact with departmental personnel regarding office activities and deadlines.

Establishes and maintains a variety of files.

Operates facsimile machine to transmit and receive documents; transmits and receives messages via e-mail.

Serves as a GIS Data Steward for departmental databases: develops, updates, maintains, and shares GIS data; ensures security, integrity, and recovery for GIS data; documents and indexes GIS data using FGDC Metadata Standards; notifies City of Asheville staff and others of GIS data availability and updates; provides requested information regarding databases; provides timely and thorough input to the Annual GIS Data Inventory; and provides timely and thorough input to the Annual GIS Needs Assessment.

ADDITIONAL JOB FUNCTIONS

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of the organization and functions of the Police Department and criminal justice system.

Considerable knowledge of law enforcement information systems, research design and analytical evaluation models.

Considerable knowledge of arithmetic, spelling, grammar, punctuation and vocabulary.

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Considerable knowledge of Uniform Crime Reports standards of crime classification.

General knowledge of geographic layout of the City.

General knowledge of Geographic Information Systems (GIS) mapping functions and abilities.

Skill in the operation of computer-driven data entry equipment.

Ability to establish and maintain effective working relationships with supervisors, co-workers and subordinate personnel.

Ability to develop and modify work procedures, methods and processes to improve efficiency.

Ability to identify customers, determine customer needs and provide satisfactory customer service.

Ability to maintain complex records and to prepare accurate reports from statistical or other types of technical information.

Ability to deal with people in a tactful and effective manner.

Ability to communicate effectively in oral and written form.

MINIMUM EXPERIENCE AND TRAINING

Associate's degree in computer science, information services, or a related field; and 2 years of experience working in the field of crime analysis; and/or any equivalent combination of training and experience required to perform the essential position functions.

SPECIAL REQUIREMENTS

Experience with Lotus/Excel, Access, Microsoft Word and statistical packages such as SAS and SPSS. Experience working with ESRI ArcInfo and ArcView Geographic Information Systems (GIS) software. Possession of certification by the State Bureau of Identification in use of the National Crime Information Center and Division of Crime Information computer databases.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

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Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 15
Non-Exempt